



Manager, Ticketing & Audience Development

Reporting to the VP, Brand & Audience Development, the Manager, Ticketing & Audience Development plays a critical role in ensuring the smooth and efficient operations of Arts Commons' Box Office with a primary focus on the ticketing sales and audience development strategy.

You are someone who has sound knowledge of industry trends and statistics to provide insights to support marketing strategies. You are a positive, supportive, and motivating team leader that develops, monitors, and coordinates the activities of the Box Office team to maximize ticket sales and ensure the highest level of customer service.

You have a passion for collaborating with stakeholders of all kinds and are eager to harness these qualities to acquire new customers and subscribers, as well as retain existing ones - ensuring Arts Commons' continued success in engaging communities and bringing them together through the arts.

As a quick problem solver, you're consistently able to identify ways to improve patron loyalty and advance growth and sales strategies. With your enthusiasm for elevating customer experiences, partnered with your strong expertise of ticketing software, you are able to lead, support and optimize the audience development efforts of Arts Commons.

Who we are:

Arts Commons is an ecosystem inclusive of individual tasks, resident companies, and community groups. As one of the largest performing arts centres in Canada, Arts Commons strives to break down barriers to cultural participation by providing a modern, open, and inclusive gathering space in a central location.

At Arts Commons:

Our belief

- That equitable access to the arts is a human right

Our responsibility

- To redefine a bold and adventurous Calgary by championing and investing in creativity

Our mission

- To be an inspirational force where artists, community and organizations celebrate cultural identities, experiences full breadth of human emotions, and ignite positive change

At a glance

Employment: Permanent

Hours: FT (40 hrs)

Start Date: ASAP

Salary: \$65,000 - \$78,000

Location: Calgary (in-person)

Join us today and see for yourself some of the many reasons why we were voted one of Alberta's Top Employers!

To apply, send your resume, cover letter to:

employment@artscommons.ca

Closing Date: August 16, 2023

What we offer:

On top of the everyday excitement of working inside one of Canada's top performing arts facilities with a team of professionals that share a passion for the arts, Arts Commons offers a competitive salary and a wide range of benefits:

- A collaborative, engaging and values driven work environment
- An annual salary in the range of \$65,000 - \$78,000
- A comprehensive health and dental benefits package, with RSP matching and access to an Employee & Family Assistance Program (EFAP)
- A positive working culture, keeping employee health and wellness a priority with generous paid time off policies and an annual lifestyle allowance
- A dynamic role that will have you engaging in many different aspects of live performance, visual arts, and arts education

What we value:

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts. Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts and arms.

What you will get to do here:

As the Manager, Ticketing & Audience Development, you play a critical role in ensuring the Arts Commons Box Office operates efficiently and effectively providing the highest level of customer services not only for our patrons, but also for our consortium members, clients, and community partners. The key accountabilities of this role will take a focus on the primary areas of:

- Audience Development
- Ticketing Services
- Website Content & Maintenance
- Business Plan & Budget Preparation & Management
- Business & Client Development
- Team Management

Strategic Goal:

Grow Arts Commons' audience through sales and retention of existing subscribers, while attracting and initiating subscriptions with new audiences to maximize revenues and expand the reach of the arts to different communities.

Where you fit within our ecosystem:

Reporting to the VP, Brand & Audience Development, this role is responsible for managing the ticketing & box office team; working closely with the Marketing team to effectively promote Arts Commons shows, drive ticket sales, and to provide the best in customer service. This position also works closely with the Event Services, Programming, Development and Finance teams, as well as external stakeholders and Resident Companies to create event builds in Tessitura.

You will be a great fit if you...

Must haves:

- Have a minimum of 5 years' experience in Audience Development and the management of Box Office operations
- Strong work ethic and positive team attitude, with a strong ability to lead, motivate and inspire – as required for managing a team of full and part-time staff
- High level of proficiency with Tessitura and/or other ticketing platforms
- Excellent computer skills in the Office 365 suite (Excel, PowerPoint, Word, etc.)
- Advance written and verbal skills with the ability to communicate effectively with internal and external stakeholders
- Effective attention to details with high degree of accuracy
- Ability to approach issues with a problem-solving attitude while exercising independent judgment and ethical decision-making
- Demonstrated competencies in communication, customer service and business ethics
- Ability to follow the mission, mandate, values and strategic objectives of the company, which involves meeting tight deadlines while juggling competing priorities
- Experience with creating and managing departmental budget and forecasting
- Ability to create relationships, explore opportunities and collaborate effectively with internal teams, resident companies and external clients and patrons

Nice to have:

- A relevant diploma/certificate/degree in marketing, business administration or equivalent combination of education and work experience
- A passion for the arts!

If you are interested in applying to this exciting opportunity, please forward your resume and cover letter in confidence to:

Human Resources
Arts Commons
205 - 8th Ave SE Calgary, Alberta T2G 0K9
Email: employment@artscommons.ca

Interviews will be conducted on an on-going basis and the job posting will officially close when a suitable candidate is found. For best consideration, please apply by the deadline date. While we hope to fill this position as earliest as possible, our commitment to finding the right candidate may require more time.

We thank all interested applicants in advance but will only be contacting those selected for an interview.

If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.

Commitment to Inclusion, Diversity, Equity & Accessibility (IDEA)

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process.

To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

We strongly encourage applicants who identify as part of underrepresented groups, including women, people of colour and those with disabilities to apply. Even if your past experiences do not align perfectly with every qualification, we strongly encourage you to apply anyway! An excitement and passion for Arts Commons can go a long way here, whether it's in this role or another.